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Maryland's Caregivers Rate Their Children's Public Mental Health Services

Consumer Perception of Care Survey
2014

CHARACTERISTICS OF CAREGIVER RESPONDENTS

Gender	Female	89%
	Male	11%
Age	20-50	71%
	51-70	18%
	71 and older	3%
	Refused/Don't Know	9%
Race	Black or African-American	36%
	White or Caucasian	50%
	More than one race reported	3%
	Other	9%
	Refused/Don't Know	3%

CHARACTERISTICS OF CHILDREN SERVED

Gender	Female	39%
	Male	62%
Age	1-4	4%
	5-9	39%
	10-14	46%
	15 and older	11%
Race	Black or African-American	46%
	White or Caucasian	46%
	More than one race reported	1%
	Other	8%
	Refused/Don't Know	0%
Education	Currently in school	96%
	Have repeated a grade	15%

Due to rounding and refusals, totals may not equal exactly 100%.

REPORTED USE OF MENTAL HEALTH SERVICES

Outpatient mental health treatment services	96%
Inpatient mental health services	8%
Family support services	31%
Mental health self-help or support group	27%

Contact Information

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BACKGROUND

The Department of Health and Mental Hygiene’s (DHMH) Behavioral Health Administration (BHA) conducted a Statewide telephone survey with families to assess caregiver satisfaction with and outcomes of services provided to their children by Maryland’s Public Mental Health System (PMHS). The Child and Family Perception of Care Survey was administered in Fiscal Year 2014 to a sample of caregivers whose children had received outpatient mental health treatment services and/or family support services (including mobile treatment, case management, psychiatric rehabilitation, and/or respite care services) between January and December 2013. A total of **870** caregivers, representing **38%** of those contacted, participated on behalf of their children.

RATING TREATMENT SUCCESS

Caregivers were asked how their children had improved as a direct result of services. Percentages below represent those respondents who “strongly agreed” or “agreed” with the following statements:

70%	My child is better at handling daily life.
74%	My child gets along better with family members.
74%	My child gets along better with friends and other people.
68%	My child is doing better in school and/or work.
60%	My child is better able to cope when things go wrong.
74%	I am satisfied with our family life right now.
76%	My child is better able to do things he or she wants to do.
60%	My child is better able to control his or her behavior.
60%	My child is less bothered by his or her symptoms.
71%	My child has improved social skills.

As a direct result of the mental health services my child and family received:

86%	I know people who will listen and understand me when I need to talk.
91%	I have people that I am comfortable talking with about my child’s problems.
87%	In a crisis, I would have the support I need from family or friends.
92%	I have people with whom I can do enjoyable things.

RATING SATISFACTION WITH SERVICES

Caregivers were asked to rate their overall satisfaction with the mental health services their child received. Eighty-five percent (85%) of the respondents “strongly agreed” or “agreed” with the statement, “Overall, I am satisfied with the mental health services my child received.” Caregivers were also asked to rate their satisfaction with specific aspects of the outpatient mental health treatment and family support services their children received. The table below shows survey findings, where percentages represent respondents who “strongly agreed” or “agreed” with each item, using a 5-point scale.

SATISFACTION WITH SERVICES	OUTPATIENT TREATMENT SERVICES	FAMILY SUPPORT SERVICES
I am satisfied with the services my child received.	84%	87%
I helped choose my child’s services.	88%	89%
I helped choose my child’s treatment/service goals.	90%	93%
The people helping my child stuck with us no matter what.	86%	88%
I felt my child had someone to talk to when he/she was troubled.	87%	89%
I participated in my child’s treatment/services.	97%	96%
The services my child and/or family received were right for us.	85%	86%
The location of services was convenient for us.	83%	86%
Services were available at times that were convenient for us.	86%	87%
My family got the help we wanted for my child.	83%	84%
My family got as much help as we needed for my child.	75%	77%
Staff treated me with respect.	96%	97%
Staff respected my family’s religious or spiritual beliefs.	95%	94%
Staff spoke with me in a way that I understood.	98%	96%
Staff were sensitive to my cultural or ethnic background.	95%	93%
I felt free to complain.	92%	94%